

What is claimed is:

1. A method for providing on-hold music in a telephony environment such as a PBX comprising the steps of:

providing one or a plurality of music generation engines in a telephony system, wherein
5 each of the music generation engines generates music of one or a plurality of styles of music,
wherein the music generation engines collectively can generate a plurality of styles of music;

receiving one or more telephone calls from one or more users, wherein the one or more
users are placed on-hold by the telephony system;

providing one or more audio prompts to the one or more users, wherein the one or more
10 audio prompts inform the one or more users of the plurality of styles of music that can
collectively be generated by the music generation engines and commands that may be entered by
the one or more users via one or more telephony tones to select a particular style of music as on-
hold music;

detecting via the telephony system one or more commands input by the one or more
users;

based on the detected one or more commands, selectively controlling the music
generation engines to provide on-hold music to the one or more users;

wherein, in response to the one or more commands entered by the one or more users, (1)
on-hold music of a particular style is selected by a particular user and the music generation
engines are controlled so that one of the music generation engines generates on-hold music of the
20 particular style selected by the particular user, or (2) on-hold music of a particular style is
selected by a particular user and the music generation engines are controlled so that one of the
music generation engines generates on-hold music of the particular style selected by the
particular user, and the on-hold music of the particular style is modified based on the one or more
25 commands entered by the particular user, wherein the music generation engines are controlled so
that one of the music generation engines generates modified on-hold music of the particular style
selected by the particular user.